AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

			Top Number - Total Incidents Bottom Number - First Contact Resolution		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**FCR Total**
AGRC	Application Services	Ken Ainge	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Desktop Support	Brian Bintz	0 0	1 1	1 1
		Scott Wunderlich	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 1	2 1
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Joe Benson	0 0	2 0	2 0
		Matt Dunlap	0 0	1 0	1 0
		Mycah Mattox	1 0	0 0	1 0
		Assigned to Individual Total	1 0	4 0	5 0
	Help Desk	Sarah Johnson	0 0	1 0	1 0

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			High	Low	FCR Total
AGRC	Help Desk	Vicky Marrelli	0 0	2 2	2 2
		Assigned to Individual Total	0 0	3 2	3 2
	Metro D Help Desk	Jed Patrick	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Network Operations	Brant Davis	0 0	1 0	1 0
		J. L. Flack	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Assigned Group Total		1 0	13 3	14 3
Customer Company Total			1 0	13 3	14 3

AGRC

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MIR Total**
AGRC	Application Services	Ken Ainge	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Desktop Support	Brian Bintz	0 0	1 0	1 0
		Scott Wunderlich	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Capitol Hosting	Curtis Parker	0 0	1 1	1 1
		Joe Benson	0 0	2 0	2 0
		Matt Dunlap	0 0	1 1	1 1
		Mycah Mattox	1 0	0 0	1 0
		Assigned to Individual Total	1 0	4 2	5 2
	Help Desk	Sarah Johnson	0 0	1 0	1 0

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			High	Low	MIR Total
AGRC	Help Desk	Vicky Marrelli	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro D Help Desk	Jed Patrick	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Network Operations	Brant Davis	0 0	1 1	1 1
		J. L. Flack	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 1	2 1
	Assigned Group Total		1 0	13 4	14 4
Customer Company Total			1 0	13 4	14 4

AGRC

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
AGRC	Application Services	Ken Ainge	0 0.00	1 0.75	1 0.75
		Assigned to Individual Total	0 0.00	1 0.75	1 0.75
	Capitol Desktop Support	Brian Bintz	0 0.00	1 0.15	1 0.15
		Scott Wunderlich	0 0.00	1 0.32	1 0.32
		Assigned to Individual Total	0 0.00	2 0.24	2 0.24
	Capitol Hosting	Curtis Parker	0 0.00	1 7.33	1 7.33
		Joe Benson	0 0.00	2 0.37	2 0.37
		Matt Dunlap	0 0.00	1 4.29	1 4.29
		Mycah Mattox	1 0.63	0 0.00	1 0.63
		Assigned to Individual Total	1 0.63	4 3.09	5 2.60
	Help Desk	Sarah Johnson	0 0.00	1 0.67	1 0.67

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			High	Low	ATTIR Total
AGRC	Help Desk	Vicky Marrelli	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	3 0.22	3 0.22
	Metro D Help Desk	Jed Patrick	0 0.00	1 1.69	1 1.69
		Assigned to Individual Total	0 0.00	1 1.69	1 1.69
	Network Operations	Brant Davis	0 0.00	1 3.58	1 3.58
		J. L. Flack	0 0.00	1 0.80	1 0.80
		Assigned to Individual Total	0 0.00	2 2.19	2 2.19
	Assigned Group Total		1 0.63	13 1.56	14 1.50
Customer Company Total			1 0.63	13 1.56	14 1.50

AGRC

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MR Total**
AGRC	Application Services	Ken Ainge	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Desktop Support	Brian Bintz	0 0	1 0	1 0
		Scott Wunderlich	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Capitol Hosting	Curtis Parker	0 0	1 1	1 1
		Joe Benson	0 0	2 0	2 0
		Matt Dunlap	0 0	1 1	1 1
		Mycah Mattox	1 0	0 0	1 0
		Assigned to Individual Total	1 0	4 2	5 2
	Help Desk	Sarah Johnson	0 0	1 0	1 0

Incident Report
As of **1/3/2012**

AGRC

			High	Low	MR Total
AGRC	Help Desk	Vicky Marrelli	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro D Help Desk	Jed Patrick	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Network Operations	Brant Davis	0 0	1 0	1 0
		J. L. Flack	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Assigned Group Total		1 0	13 2	14 2
Customer Company Total			1 0	13 2	14 2

AGRC

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | | | **Top Number - Total Incidents** Bottom Number - Average time in hours | | |
Customer Company	Assigned Group	Assigned to Individual	High	Low	ATTR Total
AGRC	Application Services	Ken Ainge	0 0.00	1 0.83	1 0.83
		Assigned to Individual Total	0 0.00	1 0.83	1 0.83
	Capitol Desktop Support	Brian Bintz	0 0.00	1 2.66	1 2.66
		Scott Wunderlich	0 0.00	1 1.22	1 1.22
		Assigned to Individual Total	0 0.00	2 1.94	2 1.94
	Capitol Hosting	Curtis Parker	0 0.00	1 8.12	1 8.12
		Joe Benson	0 0.00	2 1.59	2 1.59
		Matt Dunlap	0 0.00	1 10.62	1 10.62
		Mycah Mattox	1 1.37	0 0.00	1 1.37
		Assigned to Individual Total	1 1.37	4 5.48	5 4.66
	Help Desk	Sarah Johnson	0 0.00	1 2.04	1 2.04

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			High	Low	ATTR Total
AGRC	Help Desk	Vicky Marrelli	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	3 0.68	3 0.68
	Metro D Help Desk	Jed Patrick	0 0.00	1 2.23	1 2.23
		Assigned to Individual Total	0 0.00	1 2.23	1 2.23
	Network Operations	Brant Davis	0 0.00	1 3.58	1 3.58
		J. L. Flack	0 0.00	1 3.76	1 3.76
		Assigned to Individual Total	0 0.00	2 3.67	2 3.67
	Assigned Group Total		1 1.37	13 2.94	14 2.83
Customer Company Total			1 1.37	13 2.94	14 2.83

AGRC

Detail

Incident	Requester	Category	Type	Item			TIR Missed		TIR	
INC000000413594	Michael Foulger	Application	None	None			TIR Missed: No	TIR:	0.80	
	Network Operations	J. L. Flack	AGRC		Low	Closed	TTR Missed: No	TTR:	3.76	
INC000000421827	Barry Biediger	Server	None	None			TIR Missed: No	TIR:	0.63	
	Capitol Hosting	Mycah Mattox	AGRC		High	Closed	TTR Missed: No	TTR:	1.37	
INC000000424857	Scott T Davis	Server	Error	None			TIR Missed: Yes	TIR:	4.29	
	Capitol Hosting	Matt Dunlap	AGRC		Low	Closed	TTR Missed: Yes	TTR:	10.62	
INC000000425815	K Kelly Green	Application	Password	PGP			TIR Missed: No	TIR:	0.15	
	Capitol Desktop Support	Brian Bintz	AGRC		Low	Closed	TTR Missed: No	TTR:	2.66	
INC000000425816	Scott T Davis	Application	Error	Remedy Service Request Mana			TIR Missed: No	TIR:	0.00	
	Help Desk	Vicky Marrelli	AGRC		Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000425999	Scott T Davis	None	None	None			TIR Missed: Yes	TIR:	3.58	
	Network Operations	Brant Davis	AGRC		Low	Closed	TTR Missed: No	TTR:	3.58	
INC000000426077	Scott T Davis	Application	Error	Remedy Service Request Mana			TIR Missed: No	TIR:	0.00	
	Help Desk	Vicky Marrelli	AGRC		Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000426361	Matt Peters	Server	Performance	None			TIR Missed: No	TIR:	0.74	
	Capitol Hosting	Joe Benson	AGRC		Low	Closed	TTR Missed: No	TTR:	0.74	
INC000000427265	Matt Peters	None	None	None			TIR Missed: No	TIR:	0.00	
	Capitol Hosting	Joe Benson	AGRC		Low	Closed	TTR Missed: No	TTR:	2.43	
INC000000428048	Scott T Davis	Server	Error	None			TIR Missed: Yes	TIR:	7.33	
	Capitol Hosting	Curtis Parker	AGRC		Low	Closed	TTR Missed: Yes	TTR:	8.12	
INC000000428641	Matt Peters	Application	Error	Citrix ICA Client			TIR Missed: No	TIR:	0.75	
	Application Services	Ken Ainge	AGRC		Low	Closed	TTR Missed: No	TTR:	0.83	
INC000000431585	Matt Peters	PC/Laptop	Performance	None			TIR Missed: Yes	TIR:	1.69	
	Metro D Help Desk	Jed Patrick	AGRC		Low	Closed	TTR Missed: No	TTR:	2.23	
INC000000435998	Matt Peters	Mobile Devices	Error	Ipads			TIR Missed: No	TIR:	0.32	
	Capitol Desktop Support	Scott Wunderlich	AGRC		Low	Resolved	TTR Missed: No	TTR:	1.22	
INC000000436683	Matt Peters	Application	Reporting	Novell GroupWise			TIR Missed: No	TIR:	0.67	
	Help Desk	Sarah Johnson	AGRC		Low	Resolved	TTR Missed: No	TTR:	2.04	